

CALL FOR ACTION

Incorporated
The International Non-Profit Network of Consumer Hotlines



September 25, 2002

Marlene Dortch, Secretary
Federal Communications Commission
445 12th Street, S.W. Room TW-A325
Washington, DC 20054

RECEIVED & INSPECTED

OCT 15 2002

FCC - MAILROOM

Board of Directors

Chairman

Jim Farley, WTOP AM & FM

President

Shirley L. Rooker
WTOP Radio CFA

Secretary

Evelyn Stern WJR Radio
WXYZ-TV CFA

Treasurer

Velma Speight WFMJ-TV CFA

Elaine Alper, WABC Radio CFA
Barbara Cochran Radio-Television

News Directors Association

Richard Ellis, Verizon

Marsha Goldberger

Direct Marketing Association Inc

Thomas Quigley, Attorney at Law

Dick Rakovan

Radio Advertising Bureau

Walter Richard Sabo Jr

Sabo Media

Eric Straus

RegionalHelpWanted.com Inc

R. Peter Straus,

Straus Communications

William E. Wilcox

CBM Credit Education

Foundation Inc

Founders

Ellen Sulzberger Straus
1925-1999

Broadcast Affiliates

WTAJ-TV/Altoona PA

WXIA-TV/Atlanta GA

WBZ-TV/Boston MA

Radio Cultural

Buenos Aires, ARGENTINA

WIVB-TV/Buffalo NY

WCPO-TV/Cincinnati OH

WJW-TV/Cleveland OH

KKTV-TV/Colorado Springs CO

WJR-AM, WXYZ-TV/Detroit MI

WINK-TV/Fort Myers FL

WFMJ-TV/Greensboro NC

KCTV-TV/Kansas City MO

WTMJ-TV/Milwaukee WI

WABC-AM/New York NY

KPNX-TV, KNAZ-TV/

The Arizona Republic/

Phoenix/Flagstaff AZ

WTAE-TV/Pittsburgh PA

WPRI-TV/Providence RI

KTVI-TV/St. Louis MO

KTVX-TV/Salt Lake City UT

WTOL-TV/Toledo OH

KJRH-TV/Tulsa OK

WTOP AM & FM/Washington DC

RE: EX PARTE COMMUNICATION In the Matter of Notice of Proposed Rulemaking, Establishment of **Rules** Governing Procedures to Be Followed When Informal Complaints Are Filed by Consumers against Entities **Regulated** by the Commission [CI Docket No. 02-32, CC Docket No. 94-93, CC Docket No. 00-175; FCC 02-46]

Dear Madam Secretary:

As Chairperson of the FCC's Consumer/Disability Telecommunications Advisory Committee, attached please find the recommendations of the Committee concerning the Commission's informal complaint process and outreach activities as adopted June 28, 2002. We believe that these recommendations are relevant in the above-captioned proceeding. This is an Ex Parte communication filed pursuant to Sec. 1.1206 of the Commission's rules.

Sincerely,

Shirley Rooker, Chairperson

Consumer/Disability Telecommunications Advisory Committee

cc: Chairman Michael K. Powell

Commissioners:

Kathleen Q. Abernathy

Michael J. Copps

Kevin Martin

Enclosure

EX PARTE OR LATE FILED

Do not write on this
US-1000000